Complaint Letters

**Instructions:**

You will be writing a letter to a company to complain about a faulty product. You will write your letter in either Block or Modified block format—your choice. You may also choose if you want it in Mixed or Open punctuation. Make sure you write your letter in a business like way and use the proper letter formatting you have been learning. This is the main thing you will be graded on.

There are four envelopes, each is labeled: Product, Problem, Consequences, and Action Requested. Draw a random slip of paper from each envelope. (If the envelopes are unavailable, use the following:

Product: Pizza

Problem: Has a hole in it

Consequence: Boyfriend/Girlfriend broke up with me

Action Requested: Want a refund

Draw one slip of paper from each envelope. You will now write a letter to the company the product was purchased from.

1st Paragraph – Product and Problem

2nd Paragraph – Consequence

3rd Paragraph – Action Requested

* Your items may not match up very well—it is up to you to try to piece them together to make sense. Your letter may be rather funny to read, but try to keep in business-like!
* Choose either a REAL company or a MADE-UP company that you are writing your letter to. Make up an address. You may use the one in the sample on the other side of this sheet if you like.
* Because you are writing this to a random company, you will not have a contact name. Address the letter, “To Whom it May Concern”
* Make sure you write the letter as if it is from you. Sign your name in the appropriate place.

April 25, 2013

Wal-Mart

56 Fixit Ave.

Lameville, LA 52657

To Whom it May Concern:

I am writing in regards to the Karaoke machine I bought from your company on March 20th. I was very excited to purchase this machine, and had saved up all my money for months in order to be able to do so. I was having a birthday party in which I was inviting all the coolest kids in my school. I couldn’t wait to pull out the karaoke machine—I knew it would be a hit! But to my dismay, it was not what I had hoped. After only a few songs, the machine kept overheating. And Julia Brown, the prettiest girl in school, was in the middle of singing Girls Just Want to Have Fun when suddenly, the machine just quit.

I was so upset. So were all the cool football players. And so was Julia Brown, who said she never wanted to talk to me again. I was so upset by the social backlash, that I threw my shoe at the machine. And then it started to smoke and stopped working completely. Everyone left my party and said I was a loser. I told them that it wasn’t me, it was Wal-Mart.

I am writing this letter in hopes that you, the people of the great company of Wal-Mart, will write me a letter of apology on behalf of my loss of social status. Now there are only four kids nerdier than me, and I had worked my way up a lot higher than that. I just know that Julia and I are meant for each other, and now she’ll never know—all because of your defective Karaoke machine. If you write me a letter of apology, admitting it was your fault product and not my faulty personality, I can show it to Julia and she can forgive me and then we can get married one day.

Sincerely,

John Twiddle

John Twiddle